



NOTICE OF FINAL FILING DATE EXTENSION

EXAMINATION TITLE: PROGRAM TECHNICIAN II

EXAMINATION ID#: 4HR12

NEW FINAL FILING DATE: FEBRUARY 4, 2005

The final filing date for this examination has been extended. The new final filing date is **February 4, 2005**.

If you have already submitted an application (Form 678) for the Program Technician II examination, DO NOT re-submit another application.

If you have any questions regarding this examination, please contact Robert Whipkey at (916) 653-8622.

Exam Identification Number: 4HR12

PROGRAM TECHNICIAN II

PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS

Positions exist statewide.

POSITION DESCRIPTION

TAX BRANCH – Under general supervision, incumbents perform a variety of paraprofessional duties in support of the tax-related programs and other administrative functions within the Tax Branch. Duties vary in level of difficulty and duration and may include responding to telephone, written or in-person inquiries; establishing and maintaining employer, employee, or claimant records utilizing a personal computer (PC) and various software; performing less complicated collection activities including nominal monetary collections, adjustments and special processes. Incumbents may also have lead and training responsibility.

LABOR MARKET INFORMATION DIVISION – Under general supervision, incumbents perform a variety of complex duties involving the collection, processing and dissemination of labor market information (LMI). Tasks at this level include: monitoring survey work, including the administration of technical activities within a specific LMI program area utilizing a personal computer (PC) and various software; providing leadership to other technical staff involved in specific LMI program functions; calling employers to resolve complex reporting issues; communicating LMI program focus to both internal and external customers; and responding to inquiries from professional staff and employers regarding labor market information.

SALARY RANGE

\$2465 - \$2998 per month

FINAL FILING DATE

January 21, 2005

FILING INSTRUCTIONS

All Examination Applications (STD 678) must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: Program Technician II Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: Program Technician II Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

Note: To gain access to the 6th Floor Solar Building, you must enter at 722 Capitol Mall and sign in at the security desk.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. Applications received without this information may be rejected because of incomplete information.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**SPECIAL TESTING
ARRANGEMENTS**

If you need special testing arrangements, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted to make specific arrangements.

**APPLICATION
COMPLETION**

Some positions in the Program Technician II class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on Page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.

**COMPETITION
LIMITED TO STATE
EMPLOYEES**

Applicants must have a permanent civil service appointment with the EDD by the final filing date in order to take this examination.

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the EDD. Names of successful competitors are merged onto the list in order of final score, regardless of date. Eligibility expires 12-months after it is established.

ONCE ELIGIBILITY IS ESTABLISHED, COMPETITORS ARE NOT PERMITTED TO RETEST PRIOR TO THE EXPIRATION OF THEIR LIST ELIGIBILITY.

**REQUIREMENTS
FOR ADMITTANCE
TO THE EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

It is the responsibility of all applicants to provide complete and detailed descriptions of qualifying experience to substantiate minimum qualifications. This information is critical in determining acceptance into any examination. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications****Either:**

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

Or II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

SCOPE**A. Knowledge of:**

1. Modern office methods, equipment, and procedures.
2. Appropriate laws, rules, regulations, and policies of the State of California governing the Employment Development Departments' Tax Branch and Labor Market Information Division program area(s).

B. Ability to:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules, regulations, procedures, and policies.
5. Make arithmetic calculations with speed and accuracy.
6. Communicate in English at a level required for successful job performance.

**EXAMINATION
INFORMATION**

This examination will consist of a Promotional Readiness Evaluation Process weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

ORAL INTERVIEWS WILL NOT BE HELD.

PROMOTIONAL READINESS REPORT (PRR) - Candidates will be required to complete a self-assessment of recent experience and achievements relative to the SCOPE outlined on this bulletin which demonstrates their promotional readiness. Management input will be obtained through the completion of the PRR. Each candidate will have the opportunity to review and discuss his/her PRR with the First Level Supervisor/report completor.

DEPARTMENTAL REVIEW COMMITTEE (DRC) - A DRC will convene and assign each candidate a final competitive score based on the information provided in the Examination Application/Resume, the candidate's self-assessment, and management's input in the PRR.

Note: CANDIDATES WHO DO NOT COMPLETE AND RETURN THEIR PROMOTIONAL READINESS REPORT BY THE SPECIFIED DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to Robert Whipkey at (916) 653-8622.

Exam Hotline

To obtain copies of this bulletin and additional EDD examination information access the EDD Career Opportunities web site at www.edd.ca.gov. In addition, the EDD maintains a 24-hour recorded Automated Call Processing System that provides current information about the exam process. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's examinations. To access this system from a touch-tone telephone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division, (916) 654-6869, four weeks after filing his/her application if he/she has not received a Receipt of Application notice.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov/jobsgen/app.htm.

IF YOU MEET THE REQUIREMENTS stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places as the number of candidates and conditions warrant. When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

IF A CANDIDATE'S NOTICE of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

INTERVIEW SCOPE: If an interview is conducted, in addition to the SCOPE described on this bulletin, the Qualifications Appraisal Panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs, his/her plans for self-development, and the progress he/she has made in his/her efforts toward self-development.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.spb.ca.gov/spblaw/schrule.htm.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.